Amendments to the Specification

Please amend the title of the application to:

--Method of and System for Providing Adaptive Respondent Training in a Speech Recognition Application Based Upon the Inherent Response of the Respondent.--

On page 3, line 25 through page 4, line 22, delete the following paragraphs:

~~According to one aspect of the invention, a method of conducting a telephonic speech recognition application is disclosed, including:~~

~~A. making telephonic contact with a respondent;~~

~~B. presenting the respondent with at least one introductory prompt to reply to;~~

~~C. utilizing a speech recognition algorithm to process the audio responses given by the respondent to determine a level of capability of the respondent;~~

~~D. based on the audio responses, presenting the respondent with one of:~~

~~at least one prompt associated with an application; and~~

~~an explanation of the operation of the speech recognition application.~~

~~The explanation may include at least one of a sample prompt and instructions on responding to the at least one prompt of the application.~~

~~According to another aspect of the invention, a system for conducting a telephonic speech recognition application is disclosed, including:~~

~~an automated telephone device for making telephonic contact with a respondent; and~~

~~a speech recognition device which, upon the telephonic contact being made, presents the respondent with at least one introductory prompt for the respondent to reply to; receives a spoken response from the respondent; and performs a speech recognition analysis on the spoken response to determine a capability of the respondent to complete the application;~~

~~wherein, if the speech recognition device, based on the spoken response to the introductory prompt, determines that the respondent is capable of competing the~~

application, the speech recognition device presents at least one application prompt to the respondent; and

wherein, if the speech recognition device, based on the spoken response to the introductory prompt, determines that the respondent is not capable of completing the application, the speech recognition system presents instructions on completing the application to the respondent.

On page 5, line 7-15, substitute the following new paragraph:

As set forth above, many customer-oriented organizations, including retail operations, service organizations, health care organizations, etc. rely on interactions with their customers in order to obtain valuable information that will enable the organizations to optimize their operations and to provide better service to the customers. Telephonic speech recognition applications, in which specific prompts about the organization's products or services, ⸺enable the organizations to obtain information from customers ⸺in a manner which consumes very little time and which does not require repeat visits to the organization's location. For many organizations, these types of interactions are much less troublesome for customers who might have difficulties in traveling.

On page 8, lines 15-28, substitute the following new paragraph:

If the respondent answers "no" or does not respond to the affirmation request in stage 24, the system 12 explains in greater detail how the system operates. The system prompts the respondent to answer "Hello" to a similar greeting offered by the system, as a training exercise for the respondent. If the respondent replies correctly, the system can repeat the explanation of the system and proceed to the identification stage 26. If the respondent is does not reply to the greeting request or replies with a reply that is not understood by the system 12, the system can initiate several more attempts at, and approaches to trying to explain the process to the respondent, including attempting to determine whether the respondent is having difficulty hearing the application, in which the

system 12 would be instructed to increase the volume of the prompts and/or to slow the speed at which the prompts are played by the system 12. If the system is unable to teach the respondent how to respond to the application, the system enters an end call stage 25, in which the respondent is thanked and optionally informed that they will be contacted by a human being, and the call is terminated.